

**Verizon New England Inc.  
d/b/a Verizon Massachusetts**

**Commonwealth of Massachusetts**

**D.T.E. 05-SL-10**

**Respondent:** Christopher Bean  
**Title:** Senior Specialist

**REQUEST:** Department of Telecommunications and Energy, Record Request

**DATED:** July 27, 2005

**ITEM:** RR – DTE-VZ 1 Please provide the Customer Account Record Extract (CARE) request submitted by Verizon MA to AT&T regarding the transfer of Mr. John Ober's local telephone service from AT&T to Verizon MA in March 2005.

**REPLY:** When Verizon MA's service order for transfer of Mr. Ober's local service was processed, Verizon MA submitted a loss notification to AT&T. Because that loss notification is system-generated, it is not available in print form.

VZ RR # 1

**Verizon New England Inc.  
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**D.T.E. 05-SL-10**

**Respondent:** Christopher Bean  
**Title:** Senior Specialist

**REQUEST:** Department of Telecommunications and Energy, Record Request

**DATED:** July 27, 2005

**ITEM:** RR – DTE-VZ 2 Regarding the Third Party Verification (TPV) submitted to the Department on June 15, 2005, please provide documentation to support the date of that TPV as March 2004.

**REPLY:** See the attached TPV record from Interactive Telesis, which indicates the date and time of the TPV in March 2004. Also attached is Verizon MA's service order, which shows the create date (3/5/04) and due date (3/5/05) for the transfer of Mr. Ober's local service to Verizon MA in March 2005. The same order number (C5UB7866) appears on both documents, which links the TPV record to the completed service order.

VZ RR # 2

## INDEPENDENT THIRD - PARTY VERIFICATION FOR VERIZON

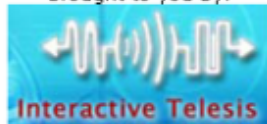
BTN	
5084782527	
Call Time Info	
START: 3/5/2004 6:41:26 AM	
STOP: 3/5/2004 6:45:33 AM	
LENGTH: 247 second(s)	
<a href="#">Close Window</a>	

TPV CALL INFORMATION						
TPV Date	BTN	TPV By	Audited	Conf Code	Order Nbr	Office ID
Fri, 3/5/2004	5084782527	I	No	1EH6M7	C5UB7866	100G
Web Result: <b>99</b> ; Intentional Bypass by Interactive TPV was entered manually						
CALL DETAIL						
Status	Disp Code	BTN	WTN	Service Description		
Verified	00	5084782527	5084782527	Verizon for Local Service Provider		
Call Audit						
<a href="#">Click Here for Entire Call Recorded Audio</a> <a href="#">(Requires Windows Media Player)</a>						

BTN - Billing Telephone Number  
WTN - Working Telephone Number

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SOP G4 FOWLER CADANCE VRCNE 1

599: SOP SOID CURRENTLY DISPLAYED IS C5UB7866

508 478-2527 72903-05-05MILF03-05-04 9A

C5UB7866N 1FR D68A1B4 03-05-05 X

CCK DFC 603 622-5033

OCS RRM

IPCL LOCL

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OAECNATTL

OCCARATTL

WNBK UNEP

ILN OBER, J K

LA , MENDN, MA+ 01756

SA 75-B MOWRY, MENDN, MA+ 01756

OLN (DNL) OBER, J & K

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IBN1 JOHN OBER

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**Respondent:** Christopher Bean

**Title:** Senior Specialist

**REQUEST:** Department of Telecommunications and Energy, Record Request

**DATED:** July 27, 2005

**ITEM:** RR – DTE-VZ 3 Please describe the process followed by Verizon MA to transfer a customer's local service once a TPV authorization is received.

**REPLY:** When a customer of a competing carrier or reseller contacts Verizon MA to request that his/her local service be changed to Verizon MA, a service order is written by a Verizon service representative to process the customer's transfer of local service to Verizon MA. Before processing the service order, Verizon MA must either receive a letter of agency (LOA) from the customer or a completed third-party verification (TPV) record from a TPV company. Upon receipt of the LOA or TPV record, Verizon MA would then process the service order based on the order due date and submit a loss notification to the customer's existing local exchange carrier or reseller, as stated in Verizon MA's Reply to DTE Record Request No. 1.

VZ RR # 3

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**D.T.E. 05-SL-10**

**Respondent:** Christopher Bean

**Title:** Senior Specialist

**REQUEST:** Department of Telecommunications and Energy, Record Request

**DATED:** July 27, 2005

**ITEM:** RR – DTE-VZ 4 Please explain the basis of the \$5.52 refund check dated June 15, 2005, which was issued to Mr. John Ober by Verizon MA.

**REPLY:** The refund check of \$5.52 relates to a refund of the \$5 long distance carrier switch charge plus tax that remained on Mr. Ober's account when Verizon MA finalized his bill on May 4, 2005.

VZ RR # 4